



***LIBERTY CABLEVISION OF PUERTO RICO***  
***Customer Care Overview & Assessment***

---

**ASSESSMENT REPORT AND RECOMMENDATIONS**

DRAFT DATE - MARCH 9, 2007



---

**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



Clark

LGI.Sup. 000131



---

**THE SALES CYCLE**

---

**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**

L



**REDACTED - FOR PUBLIC INSPECTION**

L



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



---

**TECHNICAL ISSUES**

---

**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



---

**CUSTOMER CONTACT CENTERS**

---

**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**



**REDACTED – FOR PUBLIC INSPECTION**

**LIBERTY**



**REDACTED – FOR PUBLIC INSPECTION**

**Clark**

**LGI.Sup. 000149**